ACC Climate Survey

Fall 2015

February 8, 2016

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ACC Climate Survey 2015

Executive Summary

Austin Community College (ACC) conducted a survey of all employees in 2015 to gain an understanding of employee engagement, satisfaction, and feedback about the mission and operations of the college. Survey items were developed by the Office for Institutional Effectiveness and Accountability based on a review of relevant literature and best practices. The Office of Human Resources provided a listing of individuals employed at ACC at the end of the spring semester, and the confidential climate survey was distributed to these employees in September through Qualtrix, a web-based survey utility. Prior to distribution of the survey, the Provost emailed a letter to all employees supporting participation in the survey.

The Climate Survey appears to be representative of the ACC employee population.

- 40% of staffing table employees participated in the survey.
- The largest proportions of respondents were from the larger campuses or centers: Northridge (14% of respondents), Highland Business Center (11%), Rio Grande (10%), Eastview (10%), and Round Rock (9%).
- All employee groups were represented in the survey.
- More women (61% of respondents) than men (37% of respondents) participated in the survey.

Organizational Strengths and Weaknesses

A. **Employees report high job satisfaction overall.**
   1. 79% of respondents were satisfied with their job overall.
   2. 83% of respondents had a good relationship with their supervisor.
   3. 81% of respondents were appreciated and respected by their co-workers, and 78% of were appreciated and respected by their supervisor for the work they do.
   4. 81% of respondents had the appropriate technology to do their job.
   5. 79% of respondents reported their computer and technical support issues were resolved appropriately, and 78% felt their requests for support were addressed promptly.
   6. 78% of respondents felt they were accepted without regard to their cultural or ethnic diversity.

B. **Employees report alignment with the college's mission.**
   1. 95% of the respondents understood their role in the college.
   2. 79% of respondents had a clear understanding of their department's goals.
   3. 71% of respondents felt there was focus on students in everything we do at ACC.
   4. These results are not surprising since 64% of respondents reported working at ACC for more than 5 years, providing adequate opportunity to understand and enact the college mission.

C. Employees feel they work in a safe and clean work environment.
1. 82% of respondents felt safe at their ACC work location.
2. 76% of respondents felt the buildings and grounds at their work location were well-maintained; and 72% were satisfied with cleanliness of the facilities at their location.
3. 71% of respondents were satisfied with the current parking at their ACC location.

D. Employees report inconsistency and lack of fairness in college practices.
1. 39% of respondents did not believe policies and procedures were followed consistently in all areas of the college. Only 31% of respondents believed policies and procedures were followed consistently.
2. 50% of respondents believed they would be treated fairly in a complaint process, and 49% believed they would be treated fairly in a grievance proceeding at ACC.

E. Employees highlight the need for improved communication within the organization.
1. 39% of respondents agreed that information was shared between organizational units of the college, allowing them to do their jobs effectively. A large proportion (34%) of respondents did not feel that information was shared.
2. 47% of respondents agreed that decisions were communicated to others accurately and in a timely manner. A large proportion (30%) of respondents did not agree.
3. 49% of respondents agreed that policies and procedures were effectively communicated to employees. A large proportion (28%) of respondents did not agree.
4. 67% of respondents reported they received regular feedback regarding their work performance. However, all employees are expected to receive a performance appraisal annually.
5. 43% of respondents agreed they have an opportunity to provide input into decision making. A large proportion (32%) of respondents felt they did not have this opportunity.

F. **Employees report need for career advancement opportunities**.
1. 38% of respondents did not agree that ACC provided adequate opportunities for career advancement; only 35% felt that there were adequate opportunities.
2. 65% of respondents agreed that the college offered professional development opportunities addressing their career and work needs. However, 19% of respondents indicated they did not have such opportunities.

G. Employees report concern regarding compensation.
1. 57% of respondents agreed that ACC offered salaries and benefits that attract good employees. A large proportion (22%) of respondents indicated ACC did not offer attractive compensation.

H. Employees report concern regarding workload and staffing levels.
1. 46% of respondents felt departments were adequately staffed. A large proportion (29%) of respondents felt that ACC departments were not staffed adequately

2. 60% of respondents felt that their job rarely interfered with their personal life. A large proportion of respondents (23%) did not agree with this.

I. Employees report dissatisfaction with food services.
   1. 26% of respondents were satisfied with the quality of food services at their location. However, more respondents (44%) indicated they were not satisfied with food services quality.

ACC Climate Survey 2015

Survey Results

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Overall Survey Response Rate for Staffing Table Employees

► Total respondents: 1,552 employees participated in the Climate Survey. Of these, 1,369 were staffing table employees. (NOTE: There were 183 respondents who reported they were employed as hourly employees only).
► Staffing table employee response rate: 40% of staffing table employees participated in the survey, based on spring 2015 employment data.
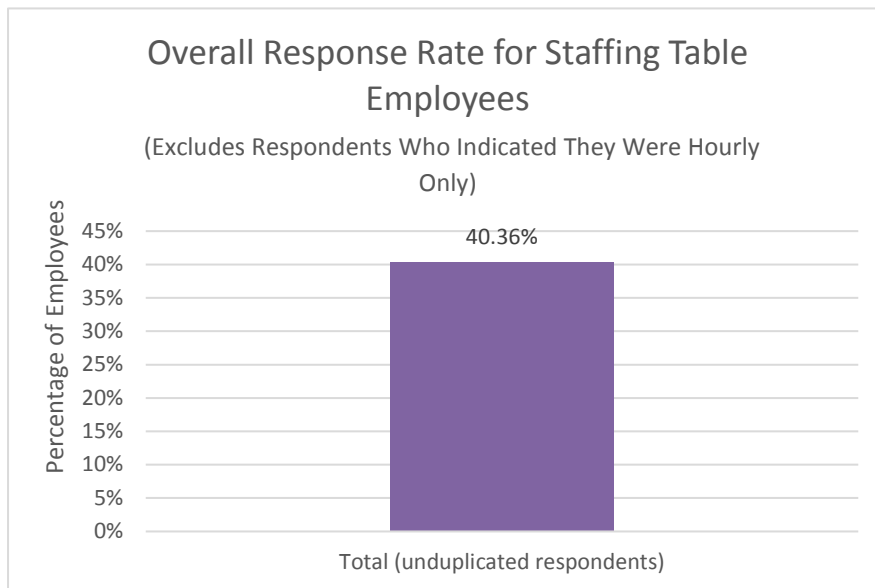
Overall Response Rate for Staffing Table Employees

(Excludes Respondents Who Indicated They Were Hourly Only)

40.36%

Percentage of Employees

45%
40%
35%
30%
25%
20%
15%
10%
5%
0%

Total (unduplicated respondents)

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Overall Survey Response Rate for Staffing Table Employees

fing Table Employe	Staffing Table Respondents **	All Staffing Table Employees** *	Response Rate for Employee Group
	N	%	%
Total (unduplicated respondents)	1369	3392	40.36%
* Staffing table employees exclude hourly employees.			
** There were 183 of the 1,552 survey respondents who reported they			
***Data Source: For All Employees, employee group is based on 2014-15 Fact Book, spring 2015 data, provided by Office of Human Resources.			

► Factbook - Faculty and Staff - http://www.austincc.edu/oiepub/pubs/factbook/2014

College Organization

► Role in College: 95% of the respondents agreed that they understood their role in the college.
► Personal Growth: 71% of respondents agreed that ACC provides employees with opportunities for personal growth.
► Compensation: 57% of employees agreed that ACC offerred salaries and benefits that attract good employees.
► Decision Making: 53% of respondents felt decisions were made at the appropriate level at ACC.
► Career Advancement:
35% of respondents agreed that ACC provided adequate opportunities for career advancement.
38% disagreed with this statement.

College Organization

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Statement	Strongly Agree/Agree	Neither Agree nor Disagree	Disagree/Strongly Disagree
I understand my role in the College.	95%	3%	2%
I feel that decisions are made at the appropriate level at ACC.	53%	26%	21%
I believe ACC offers salaries and benefits that attract good employees.	57%	21%	22%
I believe ACC offers professional development opportunities that meet my career and work needs.	65%	16%	19%
I feel that there are adequate opportunities for career advancement at ACC.	35%	27%	38%
I feel that I am a valued part of the College organization.	60%	20%	20%
My work at ACC provides me with opportunities for personal growth.	71%	18%	11%

☐ Strongly Agree/Agree ☐ Neither Agree nor Disagree ☐ Disagree/Strongly Disagree

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College Organization

College Organization (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I understand my role in the College.	911	58.70%	566	36.47%	47	3.03%	22	1.42%	6	0.39%	4.52
I feel that decisions are made at the appropriate level at ACC.	220	14.18%	602	38.79%	401	25.84%	259	16.69%	70	4.51%	3.41
I believe ACC offers salaries and benefits that attract good employees.	246	15.85%	637	41.04%	325	20.94%	263	16.95%	81	5.22%	3.45
I believe ACC offers professional development opportunities that meet my career and work needs.	331	21.33%	675	43.49%	247	15.91%	235	15.14%	64	4.12%	3.63
I feel that there are adequate opportunities for career advancement at ACC.	137	8.83%	406	26.16%	423	27.26%	371	23.90%	215	13.85%	2.92
I feel that I am a valued part of the College organization.	300	19.33%	633	40.79%	305	19.65%	206	13.27%	108	6.96%	3.52
My work at ACC provides me with opportunities for personal growth.	394	25.39%	715	46.07%	273	17.59%	120	7.73%	50	3.22%	3.83

* Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1

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College Culture

► Feeling accepted: 78% of respondents felt they were accepted without regard to their cultural or ethnic diversity.
► Fair treatment:
50% of respondents felt they would be treated fairly in a complaint process at ACC.
49% of respondents felt they would be treated fairly in a grievance process at ACC.
► Consistency in applying policies and procedures:
31% of respondents believed that policies and procedures were followed consistently throughout the college.
40% did not believe policies and procedures were followed consistently.
► Decision making:
42% of employees agreed they have an opportunity to provide input on decision making at ACC.
32% did not agree that they were able to provide input on decision making.

College Culture

Statement	Strongly Agree/Agree	Neither Agree nor Disagree	Disagree/Strongly Disagree
I feel that I have an opportunity to provide input on decision-making at ACC.	42%	26%	32%
I believe that I would be treated fairly in a grievance proceeding at ACC.	49%	33%	18%
I believe that I would be treated fairly in a complaint process at ACC.	50%	32%	18%
I believe policies and procedures are followed consistently in all areas of the College.	31%	29%	39%
I feel a strong sense of connection to the College.	66%	21%	13%
I feel that employees are accepted without regard to cultural and ethnic diversity.	78%	13%	9%
The College inspires me to do my best work.	65%	22%	13%

□ Strongly Agree/Agree   □ Neither Agree nor Disagree   □ Disagree/Strongly Disagree

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College Culture

College Culture (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I feel that I have an opportunity to provide input on decision-making at ACC.	149	9.60%	510	32.86%	400	25.77%	338	21.78%	155	9.99%	3.10
I believe that I would be treated fairly in a grievance proceeding at ACC.	190	12.24%	573	36.92%	509	32.80%	177	11.40%	103	6.64%	3.37
I believe that I would be treated fairly in a complaint process at ACC.	190	12.24%	590	38.02%	489	31.51%	185	11.92%	98	6.31%	3.38
I believe policies and procedures are followed consistently in all areas of the College.	104	6.70%	383	24.68%	456	29.38%	395	25.45%	214	13.79%	2.85
I feel a strong sense of connection to the College.	349	22.49%	676	43.56%	323	20.81%	145	9.34%	59	3.80%	3.72
I feel that employees are accepted without regard to cultural and ethnic diversity.	515	33.18%	696	44.85%	199	12.82%	93	5.99%	49	3.16%	3.99
The College inspires me to do my best work.	360	23.20%	644	41.49%	343	22.10%	147	9.47%	58	3.74%	3.71

* Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1

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Commitment to Students

► Student focus: 71% of respondents felt that ACC focuses on students.
► Welcoming to students: 74% of respondents felt that students were made to feel welcome at ACC.

Committment to Students

0%   10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

I feel that there is a focus on students in everything we do at ACC.
71% | 12% | 16%

I feel that students are made to feel welcome throughout the College.
74% | 15% | 11%

I feel that students are supported throughout their experience at ACC.
67% | 18% | 15%

I feel that diversity of staff and faculty at ACC reflects the diversity of our students.
66% | 21% | 13%

☐ Strongly Agree/Agree   ☐ Neither Agree nor Disagree   ☐ Disagree/Strongly Disagree

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Commitment to Students

Commitment to Students (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I feel that there is a focus on students in everything we do at ACC.	448	28.87%	659	42.46%	193	12.44%	199	12.82%	53	3.41%	3.81
I feel that students are made to feel welcome throughout the College.	414	26.68%	738	47.55%	229	14.76%	146	9.41%	25	1.61%	3.88
I feel that students are supported throughout their experience at ACC.	374	24.10%	672	43.30%	279	17.98%	195	12.56%	32	2.06%	3.75
I feel that diversity of staff and faculty at ACC reflects the diversity of our students.	364	23.45%	658	42.40%	322	20.75%	156	10.05%	52	3.35%	3.73

* Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1

Communication

► Effectuve communication:
49% of respondents felt policies and procedures were communicated effectively to employees.
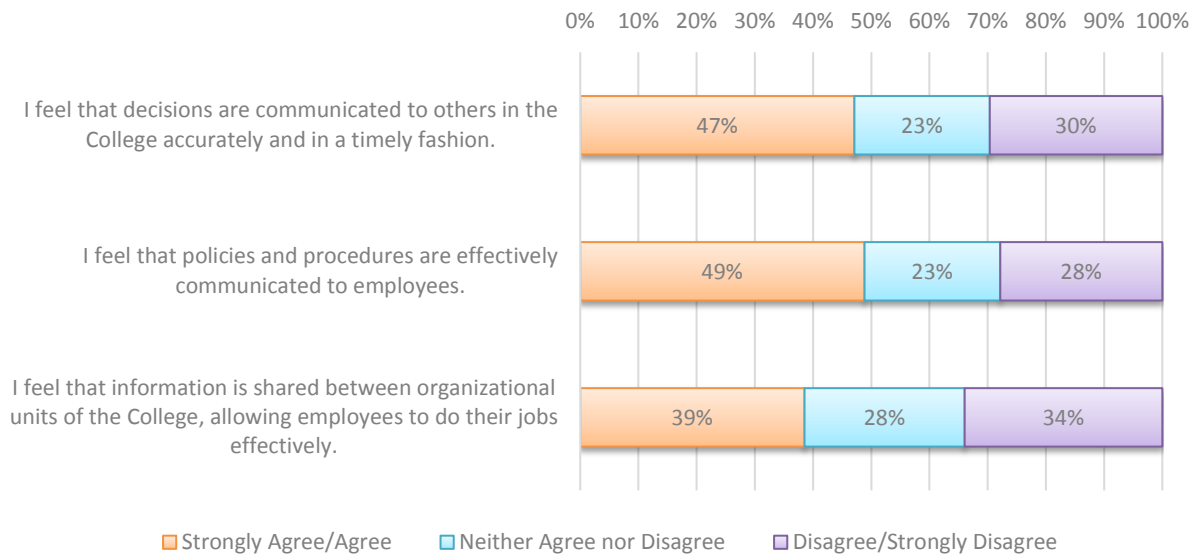28% of respondents did not agree with the statement.
► Accurate communication:
47% of respondents felt decisions were communicated accurately and in a timely fashion.
30% of respondents did not agree with the statement.
► Information sharing:
39% of respondents felt that information was appropriately shared between organizational units at ACC.
34% of respondents did not agree with the statement.

Communication

	Strongly Agree/Agree	Neither Agree nor Disagree	Disagree/Strongly Disagree
I feel that decisions are communicated to others in the College accurately and in a timely fashion.	47%	23%	30%
I feel that policies and procedures are effectively communicated to employees.	49%	23%	28%
I feel that information is shared between organizational units of the College, allowing employees to do their jobs effectively.	39%	28%	34%

☐ Strongly Agree/Agree   ☐ Neither Agree nor Disagree   ☐ Disagree/Strongly Disagree

Communication

Communication (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	Co
I feel that decisions are communicated to others in the College accurately and in a timely fashion.	159	10.24%	572	36.86%	361	23.26%	315	20.30%	145	9.34%	3.18
I feel that policies and procedures are effectively communicated to employees.	157	10.12%	601	38.72%	362	23.32%	315	20.30%	117	7.54%	3.24
I feel that information is shared between organizational units of the College, allowing employees to do their jobs effectively.	127	8.18%	471	30.35%	427	27.51%	373	24.03%	154	9.92%	3.03

Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1
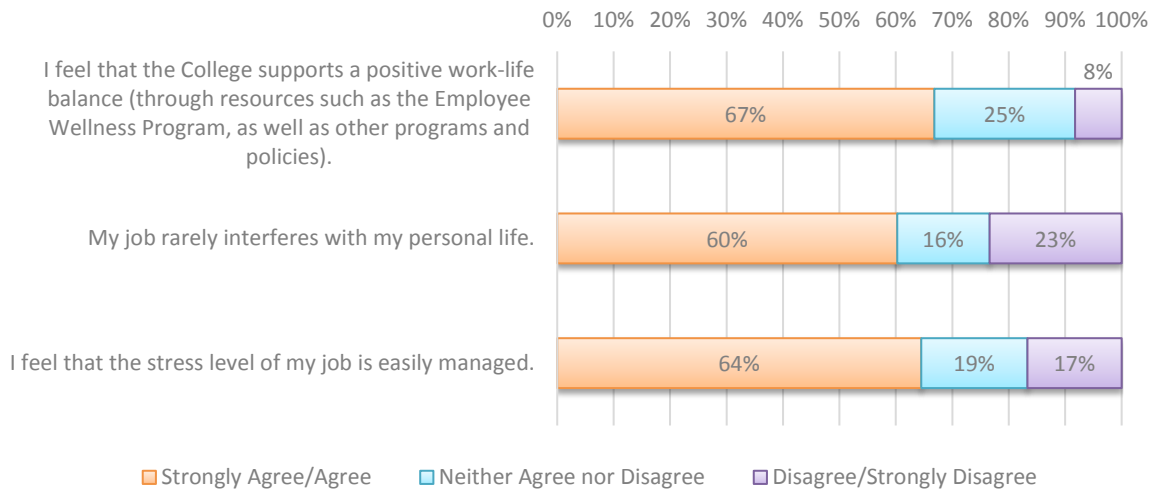
Work-Life Balance

► Work-Life balance: 67% of respondents felt that the college supports a positive work-life balance.
► Job and personal life:
60% of respondents agreed that their job rarely interfered with their personal life.
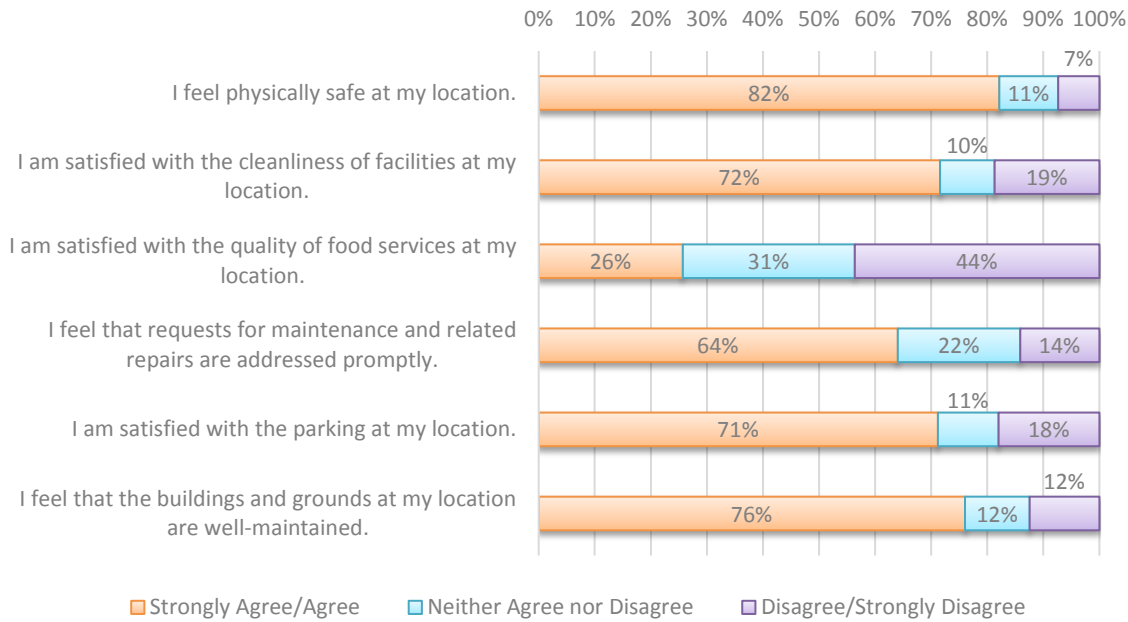23% disagreed with this.

Work-Life Balance

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Work-Life Balance

Work-Life Balance (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I feel that the College supports a positive work-life balance (through resources such as the Employee Wellness Program, as well as other programs and policies).	327	21.07%	710	45.75%	387	24.94%	95	6.12%	33	2.13%	3.78
My job rarely interferes with my personal	299	19.27%	636	40.98%	254	16.37%	262	16.88%	101	6.51%	3.50
I feel that the stress level of my job is easily managed.	288	18.56%	713	45.94%	292	18.81%	185	11.92%	74	4.77%	3.62
* Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1											

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Physical Environment

► Safe workplace: 82% of respondents felt safe at their ACC work location.
► Buildings and grounds: 76% reported satisfaction with maintenance of buildings and grounds at their work location.
► Cleanliness: 72% of respondents reported satisfaction with cleanliness of facilities.
► Parking: 71% of respondents were satisfied with the parking at their ACC location.
► Food services:
26% of the respondents reported being satisfied with the quality of food services at their work locations.
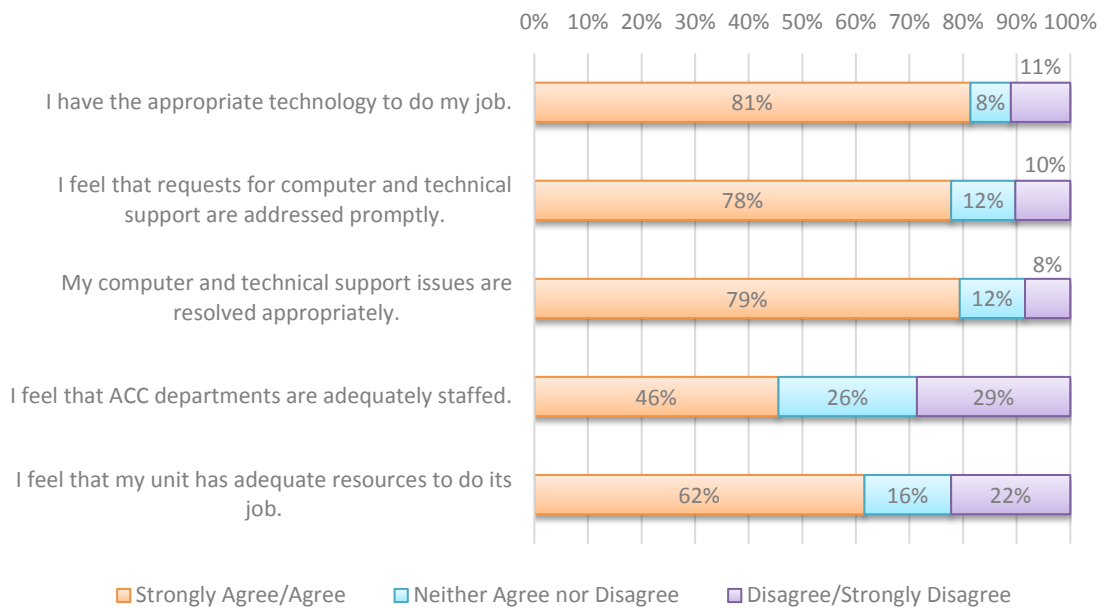44% were not satisfied with food services.

Physical Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Question	Strongly Agree/Agree	Neither Agree nor Disagree	Disagree/Strongly Disagree
I feel physically safe at my location.	82%	11%	7%
I am satisfied with the cleanliness of facilities at my location.	72%	10%	19%
I am satisfied with the quality of food services at my location.	26%	31%	44%
I feel that requests for maintenance and related repairs are addressed promptly.	64%	22%	14%
I am satisfied with the parking at my location.	71%	11%	18%
I feel that the buildings and grounds at my location are well-maintained.	76%	12%	12%

□ Strongly Agree/Agree   □ Neither Agree nor Disagree   □ Disagree/Strongly Disagree

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Physical Environment

Physical Environment (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I feel physically safe at my location.	519	33.44%	756	48.71%	163	10.50%	92	5.93%	22	1.42%	4.07
I am satisfied with the cleanliness of facilities at my location.	467	30.09%	644	41.49%	151	9.73%	201	12.95%	89	5.73%	3.77
I am satisfied with the quality of food services at my location.	110	7.09%	289	18.62%	476	30.67%	365	23.52%	312	20.10%	2.69
I feel that requests for maintenance and related repairs are addressed promptly.	337	21.71%	657	42.33%	339	21.84%	142	9.15%	77	4.96%	3.67
I am satisfied with the parking at my location.	372	23.97%	733	47.23%	168	10.82%	186	11.98%	93	5.99%	3.71
I feel that the buildings and grounds at my location are well-maintained.	448	28.87%	732	47.16%	179	11.53%	129	8.31%	64	4.12%	3.88
* Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1											

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Resources

► Technology: 81% of respondents agreed that they had the appropriate technology to do their jobs.

► Tech issues resolved appropriately: 79% of respondents agreed that computer and technical support issues were resolved appropriately.

► Tech issues resolved promptly: 78% of respondents agreed that computer and technical support issues were addressed promptly.

► Staffing:

46% of respondents agreed that ACC departments were adequately staffed.

29% felt departments were not staffed adequately.

Resources

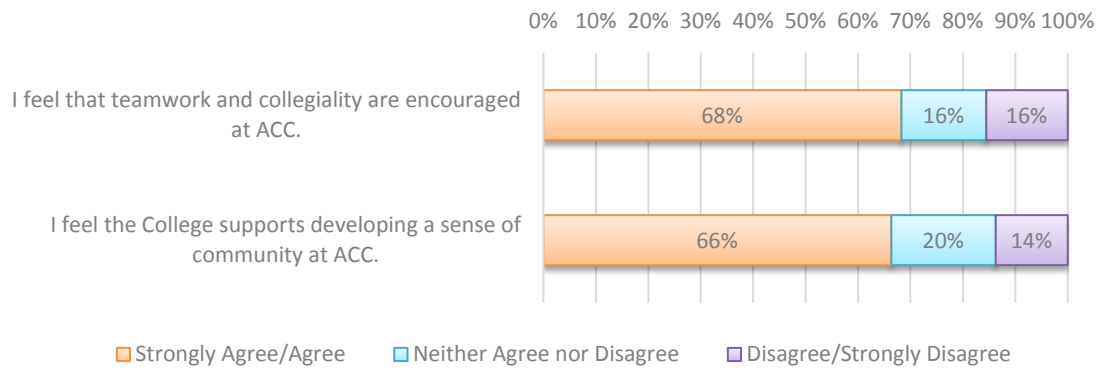| Statement	Strongly Agree/Agree	Neither Agree nor Disagree	Disagree/Strongly Disagree
I have the appropriate technology to do my job.	81%	8%	11%
I feel that requests for computer and technical support are addressed promptly.	78%	12%	10%
My computer and technical support issues are resolved appropriately.	79%	12%	8%
I feel that ACC departments are adequately staffed.	46%	26%	29%
I feel that my unit has adequate resources to do its job.	62%	16%	22%

☐ Strongly Agree/Agree   ☐ Neither Agree nor Disagree   ☐ Disagree/Strongly Disagree

Resources

Resources (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I have the appropriate technology to do my job.	482	31.06%	781	50.32%	117	7.54%	129	8.31%	43	2.77%	3.99
I feel that requests for computer and technical support are addressed promptly.	517	33.31%	690	44.46%	186	11.98%	112	7.22%	47	3.03%	3.98
My computer and technical support issues are resolved appropriately.	515	33.18%	717	46.20%	189	12.18%	92	5.93%	39	2.51%	4.02
I feel that ACC departments are adequately staffed.	200	12.89%	507	32.67%	401	25.84%	321	20.68%	123	7.93%	3.22
I feel that my unit has adequate resources to do its job.	279	17.98%	677	43.62%	251	16.17%	230	14.82%	115	7.41%	3.50
* Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1											

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Work Environment - Collegewide

► Sense of community: 68% of respondents felt the colege supports developing a sense of community at ACC.

► Teamwork: 66% of respondents flet that teamwork and collegiality are encouraged.
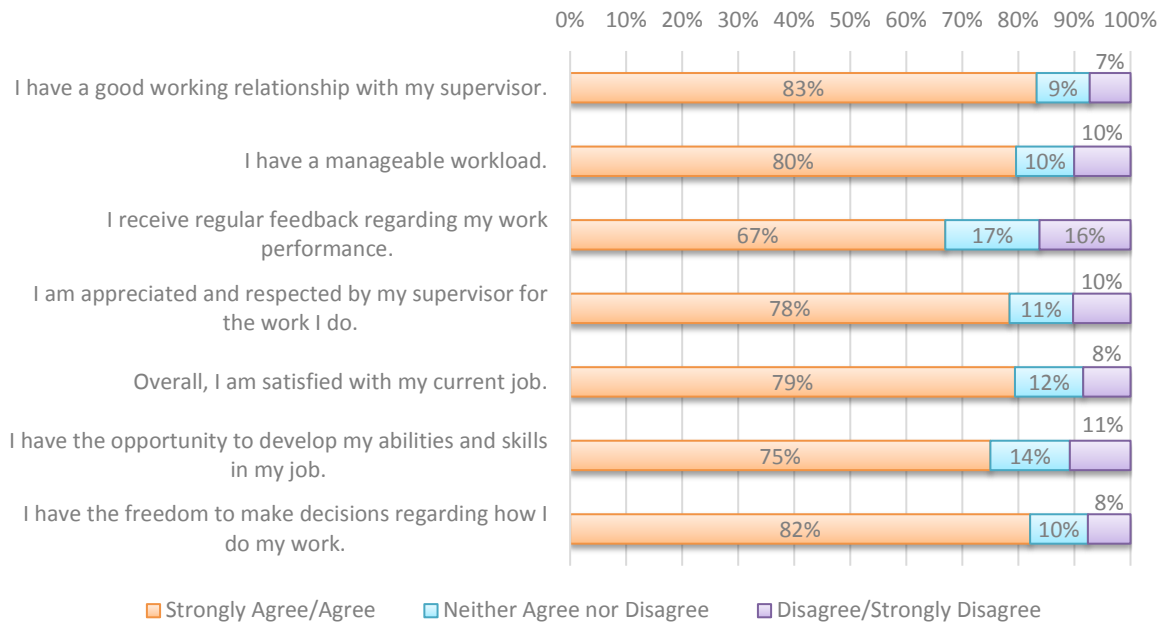
Work Environment - Collegewide

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

I feel that teamwork and collegiality are encouraged at ACC.
68% | 16% | 16%

I feel the College supports developing a sense of community at ACC.
66% | 20% | 14%

☐ Strongly Agree/Agree   ☐ Neither Agree nor Disagree   ☐ Disagree/Strongly Disagree

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Work Environment - Collegewide

Work Environment - Collegewide (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I feel that teamwork and collegiality are encouraged at ACC.	330	21.26%	730	47.04%	251	16.17%	174	11.21%	67	4.32%	3.70
I feel the College supports developing a sense of community at ACC.	337	21.71%	693	44.65%	309	19.91%	153	9.86%	60	3.87%	3.70
* Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1											

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Work Environment - Individual

►Relationship with supervisor: 83% of respondents reported they had a good working relationship with their supervisor.

► Decision making: 82% of respondents agreed that they had the freedom to make decisions regarding how they did their work.

► Workload: 80% of respondents agreed that they have a manageable workload.

►Job satisfaction: 79% of respondents were generally satisfied with their current job.

► Appreciated by supervisor: 78% of respondents felt appreciated and respected by their supervisors for their work.

► Opportunity to develop skills and abilities: 75% of respondents agreed that they had an opportunity to develop their skills and abilities.

► Performance feedback: 67% agreed that they received regular feedback regarding their work performance.

Work Environment - Individual

	Strongly Agree/Agree	Neither Agree nor Disagree	Disagree/Strongly Disagree
I have a good working relationship with my supervisor.	83%	9%	7%
I have a manageable workload.	80%	10%	10%
I receive regular feedback regarding my work performance.	67%	17%	16%
I am appreciated and respected by my supervisor for the work I do.	78%	11%	10%
Overall, I am satisfied with my current job.	79%	12%	8%
I have the opportunity to develop my abilities and skills in my job.	75%	14%	11%
I have the freedom to make decisions regarding how I do my work.	82%	10%	8%

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Work Environment - Individual

Work Environment - Individual (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I have a good working relationship with my supervisor.	723	46.59%	569	36.66%	147	9.47%	68	4.38%	45	2.90%	4.20
I have a manageable workload.	406	26.16%	829	53.41%	161	10.37%	104	6.70%	52	3.35%	3.92
I receive regular feedback regarding my work performance.	374	24.10%	665	42.85%	261	16.82%	178	11.47%	74	4.77%	3.70
I am appreciated and respected by my supervisor for the work I do.	625	40.27%	592	38.14%	176	11.34%	92	5.93%	67	4.32%	4.04
Overall, I am satisfied with my current job.	537	34.60%	695	44.78%	189	12.18%	90	5.80%	41	2.64%	4.03
I have the opportunity to develop my abilities and skills in my job.	437	28.16%	727	46.84%	220	14.18%	112	7.22%	56	3.61%	3.89
I have the freedom to make decisions regarding how I do my work.	496	31.96%	778	50.13%	160	10.31%	76	4.90%	42	2.71%	4.04

Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1

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Work Environment - Team

► Appreciated by coworkers: 81% of respondents felt they were appreciated and respected by their coworkers.

► Asking for assistance: 80% of respondents felt comfortable asking for help in their organizational unit.

► Department goals: 79% of respondents agreed that they had a clear understanding of their department's goals.

► Team environment: 73% of respondents felt they were working as part of a team.

► Cooperative spirit: 72% of respondents agreed there was a spirit of cooperation within their department.

Work Environment-teamwork

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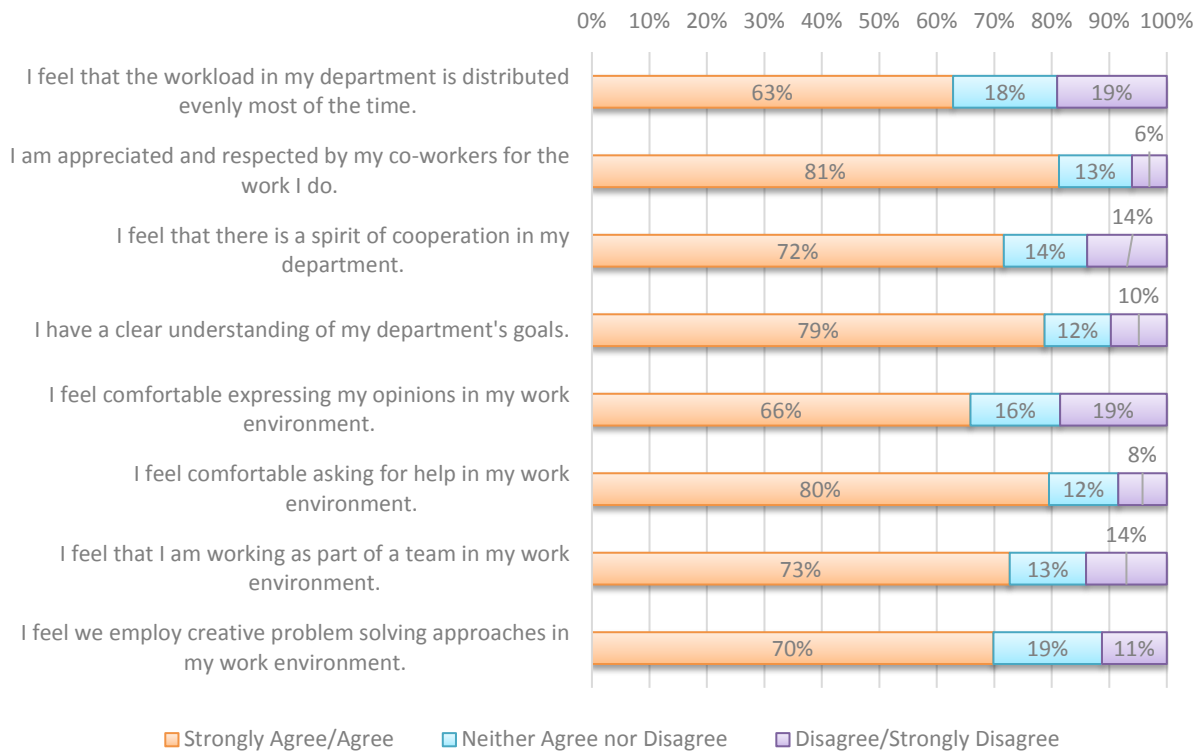
Work Environment - Team

Work Environment - Team (n=1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*
	N	%	N	%	N	%	N	%	N	%	
I feel that the workload in my department is distributed evenly most of the time.	338	21.78%	637	41.04%	281	18.11%	195	12.56%	101	6.51%	3.59
I am appreciated and respected by my co-workers for the work I do.	550	35.44%	711	45.81%	197	12.69%	65	4.19%	29	1.87%	4.09
I feel that there is a spirit of cooperation in my department.	503	32.41%	609	39.24%	225	14.50%	135	8.70%	80	5.15%	3.85
I have a clear understanding of my department's goals.	551	35.50%	671	43.23%	179	11.53%	98	6.31%	53	3.41%	4.01
I feel comfortable expressing my opinions in my work environment.	383	24.68%	639	41.17%	242	15.59%	174	11.21%	114	7.35%	3.65
I feel comfortable asking for help in my work environment.	476	30.67%	758	48.84%	187	12.05%	91	5.86%	40	2.58%	3.99
I feel that I am working as part of a team in my work environment.	456	29.38%	672	43.30%	206	13.27%	147	9.47%	71	4.57%	3.83
I feel we employ creative problem solving approaches in my work environment.	404	26.03%	680	43.81%	293	18.88%	113	7.28%	62	3.99%	3.81

* Rating scale: Strongly agree=5; Agree=4, Neither Agree nor Disagree=3; Disagree=2; Strongly Disagree=1

Survey Respondents and Employee Group

► Total respondents: 1,552 employees participated in the Climate Survey.
► Adjunct Faculty: 28% of respondents indicated they were Adjunct Faculty.
► Classified: 23% of respondents indicated they were Classifed Employees.
► Full-time Faculty: 22% of the respondents indicated they were Full-Time Faculty.
► Professional-Technical: 19% of respondents indicated they were Professional-Technical Employees
► Administrators: 2% of respondents indicated they were Administrators.
► Hourly: 14% of respondents indicated they were employed hourly.

NOTE: When asked to indicate the employee group to which they belonged, 121 respondents indicated they were employed in more than one group.

All Survey Responses By Employee Group
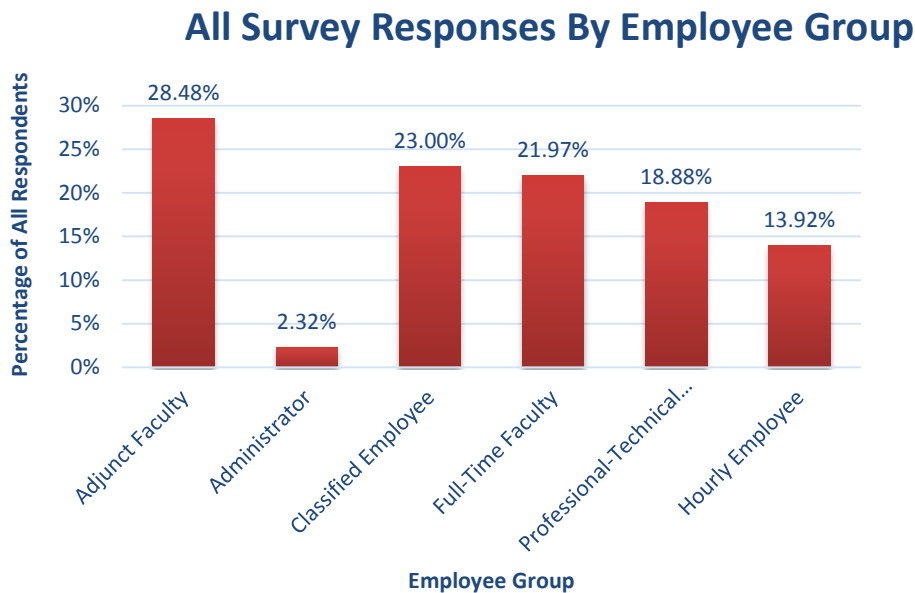
Survey Respondents and Employee Group

Employee Group	Responses	Percentage of All Respondents*
	N	%
Adjunct Faculty	442	28.48%
Administrator	36	2.32%
Classified Employee	357	23.00%
Full-Time Faculty	341	21.97%
Professional-Technical Employee	293	18.88%
Hourly Employee	216	13.92%
Total Respondents	1,552	---

* Percentages will not sum to 100% because some respondents reported themselves in more than one employee group.

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Survey Response Rates for Staffing Table Employees

► Response rates: Survey response rates were high for staffing table employees who indicated they belonged to only one employee group.

► Full-Time Faculty: 52% of Full-Time faculty participated in the survey.

► Administrators: 51% of Administrators participated in the survey.

► Professional-Technical: 43% of Professional-Technical Employees participated in the survey.

► Classified: 38% of Classified Employees participated in the survey.

► Adjunct Faculty: 26% of Adjunct Faculty participated in the survey.

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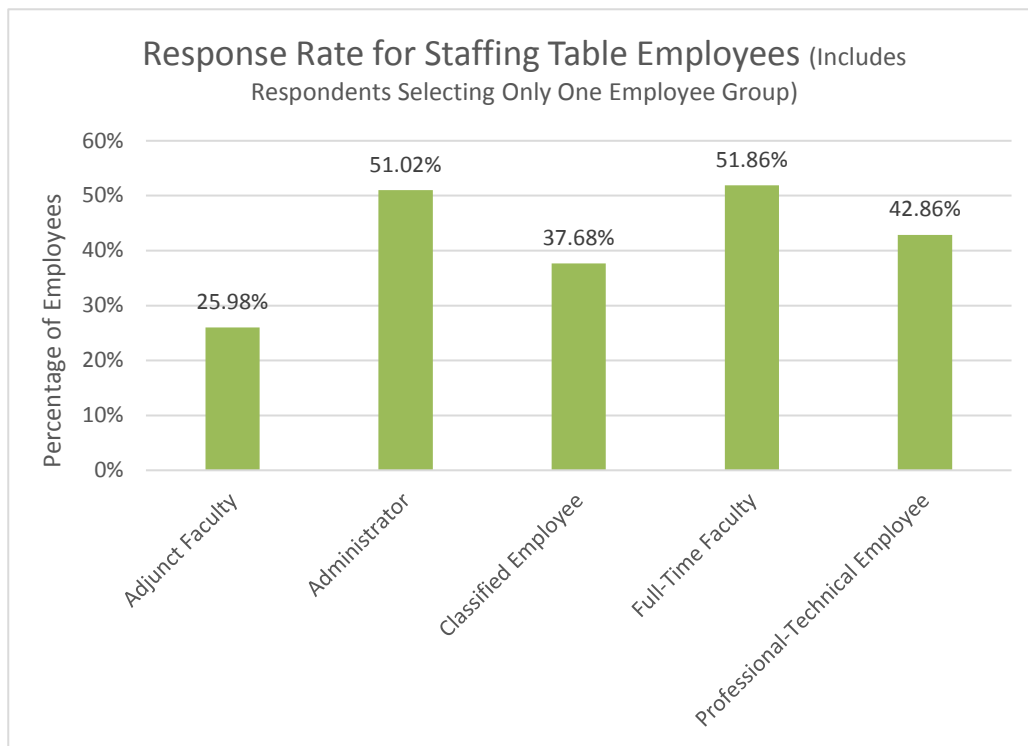
Survey Response Rates for Staffing Table Employees

Staffing Table Employee Group*	Respondents Selecting Only One Group**	All Staffing Table Employees***	Response Rate for Employee Group
	N	N	%
Adjunct Faculty	337	1297	25.98%
Administrator	25	49	51.02%
Classified Employee	338	897	37.68%
Full-Time Faculty	320	617	51.86%
Professional-Technical Employee	228	532	42.86%
* Staffing table employees exclude hourly employees.			
** Only those employees indicating they belonged to one employee group (rather than multiple employee groups) are reported in this table.			
***Data Source: For All Staffing Table Employees, employee group is based on 2014-15 Fact Book, spring 2015 data, provided by Office of Human Resources.			

Survey Respondents and Ethnicity/ Race

► White Ethnicity/Race: 63% of respondents indicated they were White.
► Hispanic/ Latino: 16% of respondents indicated they were Hispanic or Latino.
► African-American: 8% of respondents indicated they were African-American or Black.
► Asian: 3% of respondents indicated they were Asian.

NOTE: The percentage of respondents indicating they were two or more races may be
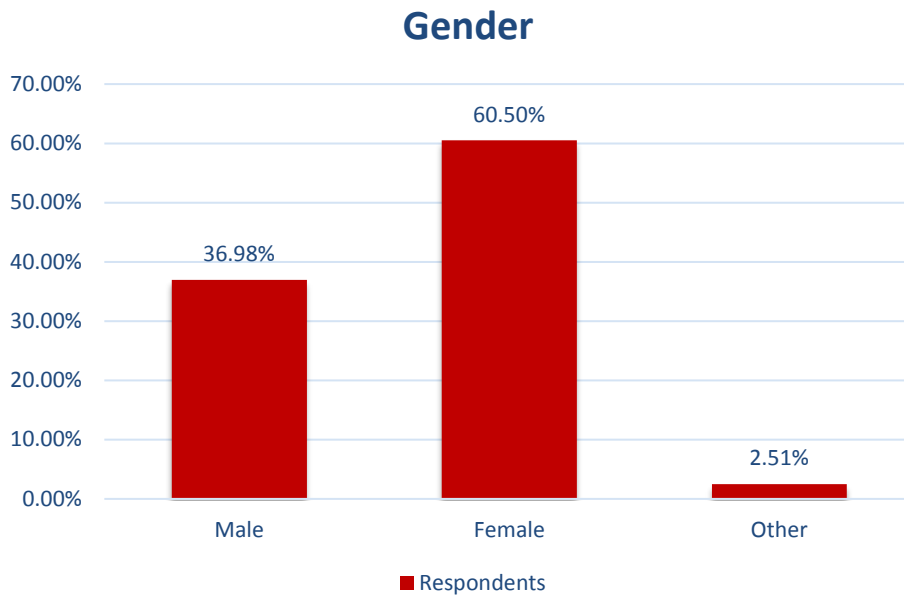
All Survey Respondents by Ethnicity/ Race
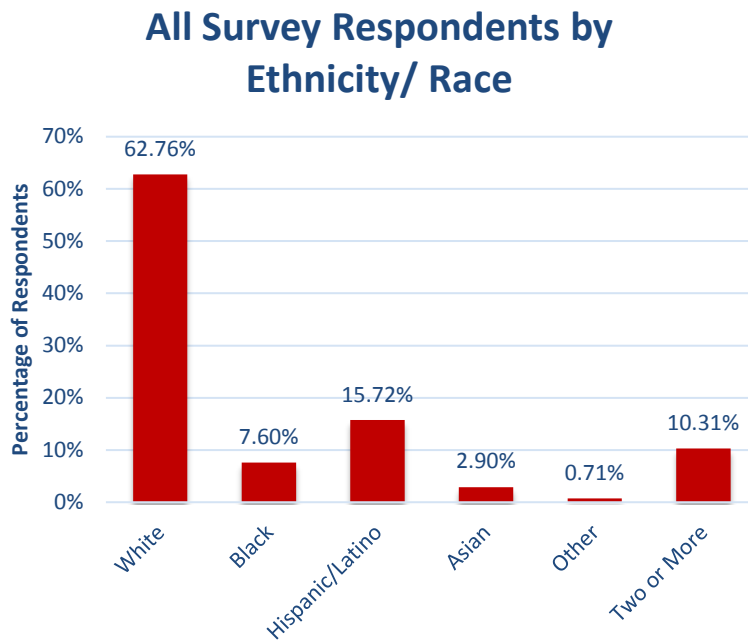
Survey Respondents and Ethnicity/ Race

Ethnicity/ Race	Respondents	
	N	%
White	974	62.76%
Black	118	7.60%
Hispanic/Latino	244	15.72%
Asian	45	2.90%
Other	11	0.71%
Two or More	160	10.31%
Total	*1552*	*100.00%*

Survey Respondents and Gender

► Gender:
61% of respondents were female.
37% of respondents were male.

Gender

Survey Respondents and Gender

Gender	Respondents	
	N	**%**
Male	574	36.98%
Female	939	60.50%
Other	39	2.51%
Total	*1552*	*100.00%*

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Survey Respondents and Campus Representation

► Campus/Center: Survey respondents appear to represent all the campuses, with more respondents from physical campuses or centers with the largest numbers of students or employees.
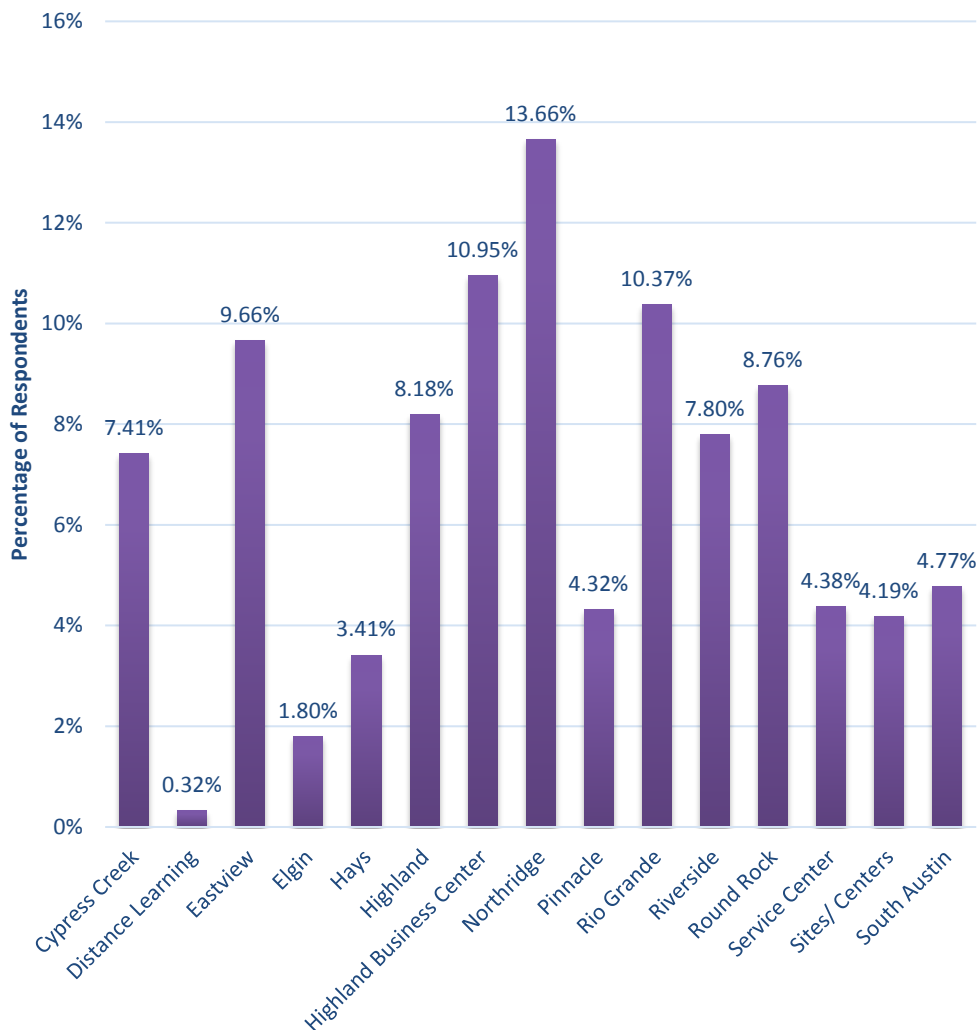
14% of respondents were from the Northridge Campus.

11% of respondents were from the Highland Business Center.

10 % of respondents were from the Rio Grande Campus.

10% of respondents were from the Eastview Campus.

### All Survey Respondents by Primary Office Location

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Survey Respondents and Campus Representation

Location	Respondents (N)	Respondents (%)
Cypress Creek	115	7.41%
Distance Learning	5	0.32%
Eastview	150	9.66%
Elgin	28	1.80%
Hays	53	3.41%
Highland	127	8.18%
Highland Business Center	170	10.95%
Northridge	212	13.66%
Pinnacle	67	4.32%
Rio Grande	161	10.37%
Riverside	121	7.80%
Round Rock	136	8.76%
Service Center	68	4.38%
Sites/ Centers	65	4.19%
South Austin	74	4.77%
Total	*1552*	*100.00%*

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Survey Respondents and Years Employed at ACC

► Years employed at ACC: Most survey respondents have worked at ACC for more than one year.
40% of respondents reported working at the college for more than 10 years.
25% have worked at ACC for more than 20 years.

All Survey Respondents By Number of Years Employed at ACC

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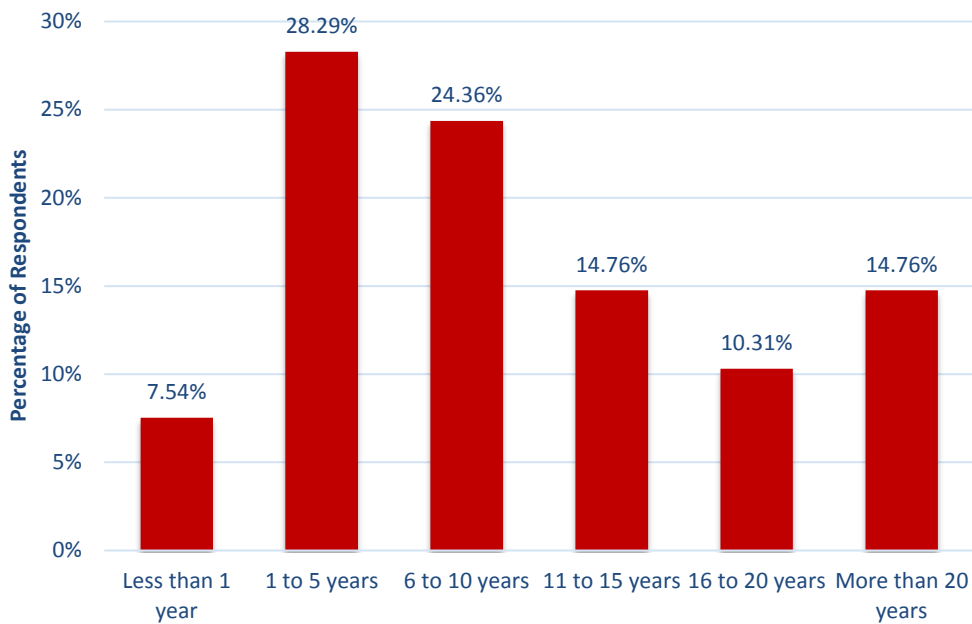
Survey Respondents and Years Employed at ACC

Number of Years Employed at ACC	Respondents	
	N	%
Less than 1 year	117	7.54%
1 to 5 years	439	28.29%
6 to 10 years	378	24.36%
11 to 15 years	229	14.76%
16 to 20 years	160	10.31%
More than 20 years	229	14.76%
Total	*1552*	*100.00%*

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APPENDIX

Survey Items By Mean Rating

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APPENDIX - Survey Items By Mean Rating

ACC Climate Survey 2015: Survey Items Listed in Order From Highest Mean Rating to Lowest Mean Rating

Survey Item (Survey Respondents (N) =1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*	Survey Topic
	N	%	N	%	N	%	N	%	N	%		
I understand my role in the College.	911	58.70%	566	36.47%	47	3.03%	22	1.42%	6	0.39%	4.52	College Organization
I have a good working relationship with my supervisor.	723	46.59%	569	36.66%	147	9.47%	68	4.38%	45	2.90%	4.20	Work Environment - Individual
I am appreciated and respected by my co-workers for the work I do.	550	35.44%	711	45.81%	197	12.69%	65	4.19%	29	1.87%	4.09	Work Environment - Team
I feel physically safe at my location.	519	33.44%	756	48.71%	163	10.50%	92	5.93%	22	1.42%	4.07	Physical Environment
I am appreciated and respected by my supervisor for the work I do.	625	40.27%	592	38.14%	176	11.34%	92	5.93%	67	4.32%	4.04	Work Environment - Individual
I have the freedom to make decisions regarding how I do my work.	496	31.96%	778	50.13%	160	10.31%	76	4.90%	42	2.71%	4.04	Work Environment - Individual
Overall, I am satisfied with my current job.	537	34.60%	695	44.78%	189	12.18%	90	5.80%	41	2.64%	4.03	Work Environment - Individual
My computer and technical support issues are resolved appropriately.	515	33.18%	717	46.20%	189	12.18%	92	5.93%	39	2.51%	4.02	Resources
I have a clear understanding of my department's goals.	551	35.50%	671	43.23%	179	11.53%	98	6.31%	53	3.41%	4.01	Work Environment - Team
I feel that employees are accepted without regard to cultural and ethnic diversity.	515	33.18%	696	44.85%	199	12.82%	93	5.99%	49	3.16%	3.99	College Culture

APPENDIX - Survey Items By Mean Rating

ACC Climate Survey 2015: Survey Items Listed in Order From Highest Mean Rating to Lowest Mean Rating

Survey Item (Survey Respondents (N) =1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*	Survey Topic
	N	%	N	%	N	%	N	%	N	%		
I have the appropriate technology to do my job.	482	31.06%	781	50.32%	117	7.54%	129	8.31%	43	2.77%	3.99	Resources
I feel comfortable asking for help in my work environment.	476	30.67%	758	48.84%	187	12.05%	91	5.86%	40	2.58%	3.99	Work Environment - Team
I feel that requests for computer and technical support are addressed promptly.	517	33.31%	690	44.46%	186	11.98%	112	7.22%	47	3.03%	3.98	Resources
I have a manageable workload.	406	26.16%	829	53.41%	161	10.37%	104	6.70%	52	3.35%	3.92	Work Environment - Individual
I have the opportunity to develop my abilities and skills in my job.	437	28.16%	727	46.84%	220	14.18%	112	7.22%	56	3.61%	3.89	Work Environment - Individual
I feel that students are made to feel welcome throughout the College.	414	26.68%	738	47.55%	229	14.76%	146	9.41%	25	1.61%	3.88	Commitment to Students
I feel that the buildings and grounds at my location are well-maintained.	448	28.87%	732	47.16%	179	11.53%	129	8.31%	64	4.12%	3.88	Physical Environment
I feel that there is a spirit of cooperation in my department.	503	32.41%	609	39.24%	225	14.50%	135	8.70%	80	5.15%	3.85	Work Environment - Team
My work at ACC provides me with opportunities for personal growth.	394	25.39%	715	46.07%	273	17.59%	120	7.73%	50	3.22%	3.83	College Organization

APPENDIX - Survey Items By Mean Rating

ACC Climate Survey 2015: Survey Items Listed in Order From Highest Mean Rating to Lowest Mean Rating

Survey Item (Survey Respondents (N) =1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*	Survey Topic
	N	%	N	%	N	%	N	%	N	%		
I feel that I am working as part of a team in my work environment.	456	29.38%	672	43.30%	206	13.27%	147	9.47%	71	4.57%	3.83	Work Environment - Team
I feel that there is a focus on students in everything we do at ACC.	448	28.87%	659	42.46%	193	12.44%	199	12.82%	53	3.41%	3.81	Commitment to Students
I feel we employ creative problem solving approaches in my work environment.	404	26.03%	680	43.81%	293	18.88%	113	7.28%	62	3.99%	3.81	Work Environment - Team
I feel that the College supports a positive work-life balance (through resources such as the Employee Wellness Program, as well as other programs and policies).	327	21.07%	710	45.75%	387	24.94%	95	6.12%	33	2.13%	3.78	Work-Life Balance
I am satisfied with the cleanliness of facilities at my location.	467	30.09%	644	41.49%	151	9.73%	201	12.95%	89	5.73%	3.77	Physical Environment
I feel that students are supported throughout their experience at ACC.	374	24.10%	672	43.30%	279	17.98%	195	12.56%	32	2.06%	3.75	Commitment to Students
I feel that diversity of staff and faculty at ACC reflects the diversity of our students.	364	23.45%	658	42.40%	322	20.75%	156	10.05%	52	3.35%	3.73	Commitment to Students

APPENDIX - Survey Items By Mean Rating

ACC Climate Survey 2015: Survey Items Listed in Order From Highest Mean Rating to Lowest Mean Rating

Survey Item (Survey Respondents (N) =1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*	Survey Topic
	N	%	N	%	N	%	N	%	N	%		
I feel a strong sense of connection to the College.	349	22.49%	676	43.56%	323	20.81%	145	9.34%	59	3.80%	3.72	College Culture
The College inspires me to do my best work.	360	23.20%	644	41.49%	343	22.10%	147	9.47%	58	3.74%	3.71	College Culture
I am satisfied with the parking at my location.	372	23.97%	733	47.23%	168	10.82%	186	11.98%	93	5.99%	3.71	Physical Environment
I feel that teamwork and collegiality are encouraged at ACC.	330	21.26%	730	47.04%	251	16.17%	174	11.21%	67	4.32%	3.70	Work Environment - Collegewide
I feel the College supports developing a sense of community at ACC.	337	21.71%	693	44.65%	309	19.91%	153	9.86%	60	3.87%	3.70	Work Environment - Collegewide
I receive regular feedback regarding my work performance.	374	24.10%	665	42.85%	261	16.82%	178	11.47%	74	4.77%	3.70	Work Environment - Individual
I feel that requests for maintenance and related repairs are addressed promptly.	337	21.71%	657	42.33%	339	21.84%	142	9.15%	77	4.96%	3.67	Physical Environment
I feel comfortable expressing my opinions in my work environment.	383	24.68%	639	41.17%	242	15.59%	174	11.21%	114	7.35%	3.65	Work Environment - Team
I believe ACC offers professional development opportunities that meet my career and work needs.	331	21.33%	675	43.49%	247	15.91%	235	15.14%	64	4.12%	3.63	College Organization

APPENDIX - Survey Items By Mean Rating

ACC Climate Survey 2015: Survey Items Listed in Order From Highest Mean Rating to Lowest Mean Rating

Survey Item (Survey Respondents (N) =1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*	Survey Topic
	N	%	N	%	N	%	N	%	N	%		
I feel that the stress level of my job is easily managed.	288	18.56%	713	45.94%	292	18.81%	185	11.92%	74	4.77%	3.62	Work-Life Balance
I feel that the workload in my department is distributed evenly most of the time.	338	21.78%	637	41.04%	281	18.11%	195	12.56%	101	6.51%	3.59	Work Environment - Team
I feel that I am a valued part of the College organization.	300	19.33%	633	40.79%	305	19.65%	206	13.27%	108	6.96%	3.52	College Organization
My job rarely interferes with my personal life.	299	19.27%	636	40.98%	254	16.37%	262	16.88%	101	6.51%	3.50	Work-Life Balance
I feel that my unit has adequate resources to do its job.	279	17.98%	677	43.62%	251	16.17%	230	14.82%	115	7.41%	3.50	Resources
I believe ACC offers salaries and benefits that attract good employees.	246	15.85%	637	41.04%	325	20.94%	263	16.95%	81	5.22%	3.45	College Organization
I feel that decisions are made at the appropriate level at ACC.	220	14.18%	602	38.79%	401	25.84%	259	16.69%	70	4.51%	3.41	College Organization
I believe that I would be treated fairly in a complaint process at ACC.	190	12.24%	590	38.02%	489	31.51%	185	11.92%	98	6.31%	3.38	College Culture
I believe that I would be treated fairly in a grievance proceeding at ACC.	190	12.24%	573	36.92%	509	32.80%	177	11.40%	103	6.64%	3.37	College Culture

APPENDIX - Survey Items By Mean Rating

ACC Climate Survey 2015: Survey Items Listed in Order From Highest Mean Rating to Lowest Mean Rating

Survey Item (Survey Respondents (N) =1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*	Survey Topic
	N	%	N	%	N	%	N	%	N	%		
I feel that policies and procedures are effectively communicated to employees.	157	10.12%	601	38.72%	362	23.32%	315	20.30%	117	7.54%	3.24	Communication
I feel that ACC departments are adequately staffed.	200	12.89%	507	32.67%	401	25.84%	321	20.68%	123	7.93%	3.22	Resources
I feel that decisions are communicated to others in the College accurately and in a timely fashion.	159	10.24%	572	36.86%	361	23.26%	315	20.30%	145	9.34%	3.18	Communication
I feel that I have an opportunity to provide input on decision-making at ACC.	149	9.60%	510	32.86%	400	25.77%	338	21.78%	155	9.99%	3.10	College Culture
I feel that information is shared between organizational units of the College, allowing employees to do their jobs effectively.	127	8.18%	471	30.35%	427	27.51%	373	24.03%	154	9.92%	3.03	Communication
I feel that there are adequate opportunities for career advancement at ACC.	137	8.83%	406	26.16%	423	27.26%	371	23.90%	215	13.85%	2.92	College Organization
I believe policies and procedures are followed consistently in all areas of the College.	104	6.70%	383	24.68%	456	29.38%	395	25.45%	214	13.79%	2.85	College Culture

APPENDIX - Survey Items By Mean Rating

ACC Climate Survey 2015: Survey Items Listed in Order From Highest Mean Rating to Lowest Mean Rating

Survey Item (Survey Respondents (N) =1552)	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		Mean Rating*	Survey Topic
	N	%	N	%	N	%	N	%	N	%		
I am satisfied with the quality of food services at my location.	110	7.09%	289	18.62%	476	30.67%	365	23.52%	312	20.10%	2.69	Physical Environment